

ARIZONA STATE HOSPITAL

ANNUAL REPORT  
FISCAL YEAR 1982-83



## METHODS OF TREATMENT AND RESULTS

### I. PSYCHIATRIC

#### A. Biological Therapy: (medications)

1. Neuroleptic/psychotropic pharmaceuticals for patients manifesting psychotic states/symptoms.
2. Lithium for patients manifesting manic states/symptoms -- essentially bipolar type but also schizoaffective types.
3. Antidepressant pharmaceuticals for major depressions.
4. Occasionally, electric shock therapy for patients with depression who have been unresponsive to other types of treatments.
5. Antiseizure pharmaceuticals for convulsive disorders.

#### B. Psychotherapy:

1. 1:1 psychotherapy -- by professional staff (psychiatrists, nurses, social workers, psychologists); supportive, crisis oriented, and insight psychotherapy when indicated. Counseling 1:1 by paraprofessional staff regarding problems of daily living.
2. Behavior modification -- essentially by PH.D. psychology staff to improve control of difficult behavior and develop desired behavior.
3. Group therapy -- for enhancement of desired interpersonal relations; assertive training, to improve self-care skills, enhance self-interest, and reality orientation.

#### C. Environmental Control:

1. Close observation in secured, controlled setting to protect against self-destructive behavior or control behavior that is dangerous towards others.
2. Safe and supportive environment to reduce or negate socioeconomic stressors.

#### D. Rehabilitation Therapy:

1. Occupational Therapy -- to assist regressed patients in increasing sense of reality, improving attention span, improve task attendance, and improving level of frustration tolerance. OT also assists inpatients, who have sufficiently recovered to develop skills that may be marketed after discharge, to improve and maintain sense of self-worth and increased responsibility for self, thereby increasing likelihood of better outpatient adjustment.
2. Recreation Therapy -- enhance social interaction, discharge excess



energy through physical activities, and to reduce tedium of hospitalization.

3. Physical Therapy -- to treat physical problems of chronic patients suffering spasticity, joint immobility, and breakdown of superficial tissue; to improve strength, where needed, to increase mobility of patients.

#### E. Nursing Services:

1. Twenty-four hour implementation of interdisciplinary treatment plans, and provision of patient supervision, medical and psychiatric nursing care, supportive and therapeutic interventions and therapeutic milieu.
2. Met the standards expected and accepted by the community by distributing administrative supervision on grounds over 24-hours a day, seven days a week, with no increase in the number of Psychiatric Nurse Administrators.
3. \$116,000 were spent to augment existing nursing staff through use of nurse registry agencies to maintain a minimally safe level of nursing supervision and care, and to meet Arizona State Licensing standards.

## II. MEDICAL

All accepted and approved medical modalities not requiring specialized, high technical instrumentation and care, such as available only in medical/surgical hospital.

## III. RESULTS

- A. For FY 82-83, there were 554 admissions to the census and 540 discharges.
- B. Average length of stay: 49 days
- C. Average increase in each patient's Global Assessment Scales: 9.2
- D. Number of patient suicides on grounds: 0
- E. Number of patient-perpetrated homicides on grounds: 0
- F. Number of patient-related injuries, assaults, and unusual occurrences: 1,288



## CONDITION OF EQUIPMENT

### I. SUPPORT SERVICE EQUIPMENT

#### A. Power Plant

1. The following major pieces of equipment are still in good operating condition but it is extremely difficult to obtain repair parts because the equipment manufacturers are no longer in business.

	<u>Date Installed</u>
Number one boiler 20,000 lbs per hour	1947
Number two boiler 20,000 lbs per hour	1918
Number three boiler 20,000 lbs per hour	1957
Number one chiller 595 tons	1953
Number two chiller 620 tons	1957
Number three chiller 540 tons	1973

2. A 20-year-old, 500-gallon hot water storage tank for the Laundry's soft hot water has developed a number of leaks and will need to be replaced. A budget request for replacement will be submitted.

#### B. Housekeeping

1. There are over 41,000 square feet of carpeting throughout various hospital buildings. The Housekeeping Section has no carpet cleaning equipment. Capital equipment requests have been submitted each year; however, either insufficient funds have been appropriated to permit these purchases or, during the budget approval process, the requests were deleted or diminished to such an extent that the work could not be accomplished. Carpet cleaning must either be done manually, which is ineffective, or be done by an outside firm, which is more expensive than if housekeeping staff did it with the proper equipment. A budget request for replacement will be submitted.
2. There are four, wet/dry vacuum floor-cleaning machines that, due to their age, cannot be used because repair parts cannot be obtained. Capital equipment requests have been submitted each year; however, either insufficient funds have been appropriated to permit these purchases or, during the budget approval process, the requests were deleted or diminished to such an extent that the work could not be accomplished. All floor cleaning must be performed by wet and dry mop, which is a slow, ineffective and unsafe process. A budget request for replacement will be submitted.

#### C. Laundry

1. One of the two 25-year old linen folders is out of order, due to unavailability of parts. Parts from this one are used to keep the other folder operating. Capital equipment requests have been submitted each year; however, either insufficient funds have been appropriated to permit these purchases or the requests were deleted or diminished to such an extent that the work could not be accomplished. A budget request for replacement will be submitted.



2. Parts for a 400 pound dryer are difficult to locate; the company went out of business and sold the parts to a company that cannot identify parts by the original part numbers. Staff had to change some controls because they were not being able to obtain replacement parts. Capital equipment requests have been submitted each year; however, either insufficient funds have been appropriated to permit these purchases or the requests were deleted or diminished to such an extent that the work could not be accomplished. A budget request for replacements will again be submitted.
3. All other equipment, except for one two-year-old 400-pound dryer, two one-year-old sheet spreaders and one four-year-old extractor are 20-to-30 years old. All equipment is in fair-to-good condition; however, the maintenance is high, and most of the equipment is so old that parts are no longer available. Three Troy Washers are over 30 years old. The two 54-inch extractors are 30 and 33 years old. Several 40-pound dryers are over 35 years old. A budget request for replacements will again be submitted.

#### D. Dietary

1. New fire boxes were built and installed in the two large rotary ovens. The ovens are 30 and 40 years old, but are in fair condition.
2. Dishwashing machine needs to be replaced; many parts are worn and can no longer be obtained from the manufacturer. A budget request for replacement will be submitted.

#### E. Medical Equipment

1. All equipment is in good condition.

#### F. Maintenance Shop and Grounds

1. Most equipment is in good condition. Some old riding lawn mowers should be replaced, due to high cost of upkeep. A budget request will be submitted.

#### G. Air Conditioning Equipment

1. Dietary, Juniper, Kachina, Granada, Cholla, Aspen, General Services, Flamenco and Commissary all have fan and coil units. Heating and cooling water comes from the Central Plant. All units listed are in good condition.
2. Birch Hall has one 1937 vintage 30-ton chiller and one 1959 vintage 20-ton chiller, but are in good condition.
3. Ramada has a 40-ton unit installed in 1949 that is in good condition, but parts are hard to locate.
4. Administration has a 30-ton chiller, consisting of three 10-ton chillers; it is in good condition, but is very expensive to maintain because of poor design.



5. With DOC now using a number of buildings on Fillmore Street, we have only 10 air conditioning units to maintain at that location instead of the 27 we had last year.

## RECOMMENDATIONS

### I. PHYSICAL PLANT AND ENVIRONMENT

The physical plant is old and requires extensive repair. The campus is cumbersome to maintain due to its size and decentralized setup. This decreases cost effectiveness, resulting in maintenance costs being out of proportion.

#### A. Recommendations (Budget requests will be submitted)

1. Install fire sprinkler in Alhambra and Kachina, Arizona State Hospital campus.
2. Make facility improvements for the handicapped, Arizona State Hospital campus.
3. Add building insulation in all Arizona State Hospital buildings.
4. Make street improvements.
5. Replace 500-gallon hot water heater for Laundry.
6. Replace water piping, Granada and Birch Hall, Arizona State Hospital campus.
7. Construct patio shade for treatment units.
8. Modernize the telecommunications system at Arizona State Hospital.
9. Install separate air conditioning units in Juniper complex.
10. Replace old and obsolete equipment in the Laundry, Kitchen, Housekeeping and Engineering sections. These replacement items have been requested in previous annual budget reports, but were never granted.
11. Sell or lease buildings and land and build modern, centralized 500-bed hospital facility.

### II. PATIENT OR DIRECT SERVICE (Budget requests will be submitted)

- A. Bring staffing pattern up to levels required to provide basic patient care and to continue to qualify for accreditation or licensing by JCAH, Medicare and Arizona State Licensing.
- B. Anticipate continued rise in census resulting from new mental health legislation with a need to open and staff one additional unit for each 28 patient increase in census.
- C. Secure an adequate building to enlarge the service to accommodate children, as well as adolescents.
- D. Allow an acceptable level of care to be maintained. To accomplish this level of care, an additional thirty registered nurses will be required to establish

continuity of care, which is critical in the psychiatric patients' progress towards independence. An additional fifty nursing assistants (designated as Behavioral Health Counselors, a misnomer) are needed to meet the anticipated and need for care. (One unit, Juniper 1, has been opened by depleting existing care units and support services to attempt to provide safer care.)

- E. The current census has increased from 336 in July, 1983, to 390 on December 8, 1983. Treatment units are not staffed, or physical plant capable, of handling this marked increase. At the time of this writing, the following exists:

1. Behavior Management (Forensic)  
Staffed for 35                      Census 44, Licensed for 67
2. Admissions and Evaluation (Kachina I Building)  
Staffed for 30                      Census 45, Licensed for 40
3. Child/Adolescent Unit (Kachina II Building)  
Staffed for 15                      Census 18, Licensed for 44
4. Geropsychiatry Unit:  
Juniper 7                              Census 35, Licensed for 28  
Staffed for 28
- Juniper 9                              Census 43, Licensed for 48  
Staffed for 35
5. Psychosocial Rehabilitation Unit  
Juniper 1                              Census 29, Licensed for 24  
Staffed for 28
- Juniper 2                              Census 34, Licensed for 25  
Staffed for 28
- Juniper 4                              Census 34, Licensed for 28  
Staffed for 28
- Juniper 8                              Census 30, Licensed for 28  
Staffed for 28
- Juniper 10                              Census 37, Licensed for 46  
Staffed for 34
6. Extended Care (Granada)  
Staffed for 36                      Census 36, Licensed for 45

- F. Decrease the amount of time required to hire nursing staff, especially licensed nurses.
- G. Provide handwashing facilities in dormitory areas; this is an especially critical need on Geropsychiatry units.
- H. Upgrade bathroom facilities.



- I. Increase present resources to care for increasing population due to recent legislative changes in the commitment laws.

### III. ADMINISTRATION

- A. Develop more autonomy to enhance efficiency of operation: purchasing procedures are cumbersome and inefficient; direct authority to hire direct care staff; consider granting the Arizona State Hospital budget in a lump sum rather than line item.
- B. Maintain staff adequate for conforming to Arizona State Hospital licensing standards.
- C. Alter the present mental health system to better integrate inpatient and outpatient services.
- D. Transfer warehouse staff to the Arizona State Hospital. Since over 98% of the activity of the warehouse is for support of the Arizona State Hospital, it seems only reasonable that Hospital administration have direct control and supervision of the warehouse staff.

### IV. LAND, BUILDING AND IMPROVEMENTS (Budget requests will be submitted)

The State Building Inspector stated this year that all buildings in use at the hospital are in fair-to-good condition and are very well maintained, with the exception of the following:

#### A. Fire Sprinkler Installation

1. The Alhambra Complex, presently leased by interagency agreement to the Department of Corrections as a Reception, Diagnostic, and Treatment Center, is a six-building unit comprising 67,760 square feet and valued at \$4,680,711 replacement cost. At the time of construction, when buildings plans were reviewed and approved by the Phoenix Building Inspector and Fire Department, fire sprinkling was not a requirement. However, the 1976 Life Safety Code, Section 10-3, requires that this agency make efforts over a reasonable length of time, considering the magnitude of expenditure, to request funding for fire sprinkling of the facility. City of Phoenix fire officials and the Office of Facility Planning and Construction personnel have recommended sprinkling in their inspection reports. Were it not for the special provisions applying to existing health care and penal facilities, this complex would be in violation of local ordinances. By agreement with DOC, the Arizona Department of Health Services has requested LB&I funds in FY 84-85 Budget Request to fund this project. All other LB&I projects in the Alhambra building are the responsibility of DOC.
2. Kachina Hall is a 62,372 square foot facility built in 1953 and expanded in 1960. Its replacement value is \$2,558,958, with contents at \$384,814. Kachina houses the Reception Center, Admission and Evaluation unit, the Child/Adolescent unit, adult education and rehabilitation services. At the times of construction and expansion, fire sprinkling was not required. The 1976 Life Safety Code, Section 10-3, now requires this



agency to make positive efforts over a reasonable length of time, considering the expense, to provide for fire sprinkling of the facility. Phoenix fire officials and the Office of Facility Planning and Construction have recommended sprinkling in their inspection reports. Were it not for special provisions applying to existing health care facilities, but which we have been told will no longer be granted, this building would be in violation of local ordinances.

#### B. Facility Improvements for the Handicapped

1. Section 504 of the Rehabilitation Act of 1973 requires that facilities be designed and constructed so that they are readily accessible to, and usable by, handicapped persons. In order to clearly provide equal access to physical features and provisions, certain changes are necessary to remove physical barriers. Evaluation of the plant to American National Standards Institute ( ANSI ) Standards--"American National Standards Specifications for Making Buildings and Facilities Accessible to, and Usable by, the Physically Handicapped." Site considerations include walks, ramps, stairs, and parking areas. Structures involve entrances, doors, corridors/public spaces, toilet facilities, elevators, and water fountains.

#### C. Building Insulation

1. In 1980, the Arizona Hospital Association, in conjunction with federal grant staff, surveyed the Arizona State Hospital and made recommendations for further energy conservation efforts through increased use of insulation in a number of buildings, including the Ramada Hall, Birch Hall, the Laboratory, the cottages, Engineering, Warehouse, and portions of Kachina and Administration.

#### D. Street Improvements

1. An urgent need exists to complete the restoration and improvement of the roadways and streets on the Arizona State Hospital grounds. Several of the pavement areas have become unsafe due to continued neglect and breakdown even though extensive efforts are made to maintain and repair them within the maintenance budget. Additional traffic created by the housing of Department of Corrections inmates on the campus has also resulted in increased heavy vehicle utilization, resulting in rapid deterioration of streets that are already crumbling. Immediate action is essential to preclude further damage with the attendant hazards to the safety of patients and staff.

#### E. Water Pipe Replacement

1. This project is required to bring the plumbing service in Granada Hall and Birch Hall up to minimal serviceability. Granada Hall, built in 1954, houses patients of the Long-Term Care Unit who may be acutely ill and who require close supervision and extensive care. Birch Hall, no longer a patient care area, houses the ADHS Division of Disease Control and the ADHS Print Shop. The original galvanized hot water service to and in these buildings has badly deteriorated, requiring frequent emergency repair with the attendant damage to building and contents.



#### F. Telecommunication System

1. The Arizona State Hospital's telephone system is currently comprised of two systems. The first is an adjunct to the Department of Administration's Centrex system serving some limited offices; the second, and much more all inclusive, a Model 701-B PBX switchboard system that is over 30 years old. The system requires two full-time operators during the normal work day and one operator for each of two evening and three weekend shifts. This high manpower-intensive system needs to be replaced by a modern, more automated system which can result in improved services to the users.

#### G. Department of Corrections Acquisitions

1. As of the end of the 1982-1983 fiscal year, the following buildings on the Arizona State Hospital property have been assigned to the Arizona Department of Corrections:

Alhambra Complex  
Flamenco Hall  
Aspen Hall  
Ajamo Complex



ACCOUNT OF WORK DONE  
FY 82-83

1. Arizona State Hospital has obtained maximum 3-year accreditation from Joint Commission on Accreditation of Hospitals and a 4-year accreditation for its Continuing Medical Education program.
2. Environmental improvement program (grounds beautification) continued, at minimal cost.
4. Interior design, color and graphics were introduced to reduce institutionalized atmosphere, generally enhancing a more normal social environment.
5. Dormitory areas continue to be partitioned to conform to JCAH patient privacy standards.
6. Speech therapy area has been improved and enlargement completed.
7. Dietary improved; more patients are now utilizing cafeteria, reducing the need for dietary services delivery to units.
8. A successful transition has been completed of treatment units' administrative responsibility from treatment unit physicians to Psychiatric Nurse Administrator structure.
9. Maintained active liaison with University of Arizona via regularly scheduled ASH grand rounds for each six-week section of medical students and residents and the Superintendent, Clinical Director, and child psychiatrist holding faculty positions at the University of Arizona College of Medicine.
10. Upgraded, unified, and standardized medical records.
11. Pharmacy program still expanding to unified dose system with a low percentage of error.
12. A plan for nursing services was developed and implemented with major emphasis on the development of registered nurses' supervisory and patient ward management skills.
13. The Child and Adolescent Treatment Unit has made such dramatic improvement that it is now better able to respond to the great need of DES and other agencies, as well as affiliate in the program of the University of Arizona.
14. Maintained, with difficulty, quality clinical operation and patient care despite the administrative and budgetary problems imposed on the hospital by legislative and economic forces.



# I. SUPPORT SERVICE PROGRAMS

## A. Engineering Section

1. The Engineering Section provides for the maintenance of an adequate physical plant to serve the needs of all clinical areas and support programs necessary to deliver high quality care to all patients. In addition, the unit serves other Arizona Department of Health Service programs and other state agencies located on the hospital grounds.
2. This section is also responsible for the repair and maintenance of 67 buildings and other structures, which contain a gross of 704,776 square feet. In addition, there are 96.75 acres of grounds that are maintained.
3. During fiscal year 1982-1983, there were 12,750 work orders that were processed and completed. Additionally, there were 2,171 preventive maintenance procedures completed.
4. The Engineering Section was budgeted \$1,149,500 for 35 FTEs and other operating expenses.

## B. Housekeeping Section

1. The function of the Housekeeping Section is to maintain a clean and sanitary environment for patients and staff of the Arizona State Hospital. The unit provides limited services to the Arizona Department of Health Services programs and other state agencies located on the Hospital grounds.
2. The Housekeeping Section maintains all clinical and support service areas. There are 260,500 square feet in treatment areas that are serviced at least once daily, with some areas serviced two to three times daily. An additional 90,652 square feet, consisting of non-clinical areas, are serviced nightly.
3. The Housekeeping Section was budgeted \$689,600 during the fiscal year to provide for 46.5 FTEs and other operating expenses.

## C. Laundry Section

1. The Laundry Section provides laundry services for patients at the Arizona State Hospital and the Department of Corrections (Alhambra). Both patient clothing and Hospital and Alhambra linens are laundered.
2. During this fiscal period, 1,275,621 pounds of laundry were processed through the laundry for an average pound per laundry employee of 86,000.
3. During the fiscal year, the Laundry Section was budgeted \$322,700 to provide for 19 FTEs and other operating expenses.



D. Security/Communication Section

1. The Security/Communication Section provides traffic control, building inspections, grounds patrol, fire safety inspections and drills, incident investigations, telecommunications services, postal services, and a Hospital message and delivery system.
2. During fiscal year 1982-83, 1,599 incidents were investigated; 60,359 visitors processed; 622 fire drills conducted; 6,093 runs-of-grounds patrol were provided; 1,981 courier trips made; 434,363 pieces of mail handled; and 328,180 incoming telephone calls processed.
3. The Security/Communication Section was budgeted \$551,800 in fiscal year 1982-1983 for 21 FTEs and other operating expenses.



ARIZONA DEPARTMENT OF HEALTH SERVICES  
DIVISION OF BEHAVIORAL HEALTH SERVICES

ARIZONA STATE HOSPITAL

PERSONNEL

FTEs beginning Fiscal Year 1982-1983	618.25
FTEs ending Fiscal Year 1982-1983	618.25

Classification	Number of Hires by Classification	Number of Terminations by Classifications
Psychiatric Resident	0	1
Social Service Unit Supervisor	0	1
Hospital Social Service Representative II (Psych)	0	1
Assistant Director of Nursing	1	0
Psychiatric Nurse	14	20
Nurse II	2	3
Psychiatric Licensed Practical Nurse	9	12
Behavioral Health Counselor Spec V	0	3
Behavioral Health Counselor Spec III (Forensic)	0	2
Behavioral Health Counselor Spec III	0	14
Behavioral Health Counselor Spec II (Forensic)	2	6
Behavioral Health Counselor Spec II	30	29
Behavioral Health Nursing Spec I	2	3
Therapist III	0	1
Therapist II	4	1
Therapist I	0	2
Activities Specialist	0	1
Behavioral Health Rehab Spec II	1	4
Behavioral Health Rehab Spec I	0	3
Teacher, Institutional Program	1	3
Secretary III	4	3
Secretary II	0	1
Hospital Social Service Manager	0	1
Medical Records Technician I	0	1
Health Care Quality Assurance Coordinator	0	1
Typist III	0	1
Typist II	1	1
Office Supervisor	0	1
Accounting Clerk III	1	1
Medical Records Clerk I	2	2
Pharmacy Technician	0	1
Dental Assistant I	1	0
Dental Assistant II	0	1
Food Service Director II	1	0
Food Service Worker II	2	5
Stationary Engineer	2	0
Groundskeeper	3	2
Messenger and Delivery Driver	0	2



Classification	Number of Hires by Classification	Number of Terminations by Classification
Dashboard Operator I	2	1
Foodial Worker I	4	5
Laundry Worker I	1	1
Laundry Worker II	1	2
Psychologist I	0	1
Dashboard Operator III	0	1
Laundry Worker IV	0	1
Psychiatric Nurse Administrator	1	5
Administrative Service Officer III	1	0
Administrative Service Officer II	1	0
Medical Technician Supervisor	1	1
Medical Technician II	0	1
Laboratory Technician II	1	0
Hospital Patient Rights Representative	1	0
Case I	0	1
Hospital Hygienist	0	1
Behavioral Health Counselor V (Forensic)	0	1
Food Service Worker III	0	2
Food Service Worker IV	0	2
Administrative Secretary II	0	1
Physical Plant Director	0	1
	<u>97</u>	<u>161</u>



ARIZONA STATE HOSPITAL  
1982-1983 Expenditures

DESCRIPTION	APPROPRIATION	EXPENDED
<u>GENERAL FUND APPROPRIATION</u>		
Personal Services	\$ 9,819,600	\$ 9,645,707
Employee Related Expense	2,283,400	2,360,829
Professional and Outside Services	1,426,800	1,553,418
Travel - State	35,100	19,311
Food	523,100	492,730
Other Operating Expenditures	1,223,000	1,188,612
Capital Outlay - Equipment	<u>8,600</u>	<u>8,542</u>
TOTAL	<u>\$15,319,600</u>	<u>\$15,269,148</u>

<u>SECTIONS</u>	<u>AMOUNT</u>
Medicare	\$1,512,210
Social Security, VA & Railroad Retirement	97,833
Guardian, Family, Court Ordered and Voluntary	433,932
Bounties - Rule 11	108,689
Insurance	344,158
Service Connected Neuropsychiatric	<u>29,041</u>
TOTAL	<u>\$2,525,863</u>